

OCCUPATIONAL PROFILE

Professional & Business Services

The Professional & Business Services industry cluster is made up of corporate headquarters, non-information technology professional services, and office and business services. Baltimore County is a major location for corporate headquarters and corporate branch office operations for business and professional services companies. Employment growth for this cluster (2001-2015) outpaced overall employment growth in the County and is expected to experience strong growth through 2024.

The Professional & Business Services industry relies heavily upon occupations related to:



Business Management



**Architecture, Engineering,
Science & Technology**



**Professional Sales &
Office / Business Services**

Professional & Business Services Support Service Occupations include:

Administrative & Clerical

Office & Administrative Services

Operations

PROFESSIONAL & BUSINESS SERVICES CAREER CLUSTERS

This section provides examples of the entry-, middle-, and highly-skilled Professional & Business Services and related occupations in highest demand among employers in Baltimore County. The data are categorized by "Professional & Business Services Career Clusters" – groups of occupations in the same field of work that require similar skills – which can be used to help focus educational plans towards obtaining the necessary knowledge, competencies, and training for success in one of many Professional & Business Services career options.

Professional & Business Services Occupations At-A-Glance

- Baltimore County is specialized in three of the ten industries that make up the cluster: Architectural, Engineering, and Related Services has a concentration of employment 53% above the national average. Other occupational clusters include: Office Administrative Services, Accounting, Tax Preparation, Bookkeeping, and Payroll Services.
- Employment is concentrated in a mix of entry-, middle-, and high-skilled occupations, the majority of which are Office and Administrative Support occupations. Occupational demand favors higher skilled occupations, where employment grew by 50% since 2001 and is projected to grow by 16 percent through 2024.

Professional & Business Services

- The changing skills profile of this cluster is a result of changes in technology and organizational structure, with technology and automation replacing lesser skilled workers.
- The leading occupations within the cluster are led by highly-skilled Accountants and Auditors. The leading entry- and middle-skilled occupations are highly concentrated in Customer Service Representatives and Secretaries and Administrative Assistants. Some occupations include:

Business Management & Administration/Operations

Business Operations Specialists, All Other
Managers, All Other
General & Operations Managers

Architecture, Engineering, Science & Technology

Civil Engineers
Cost Estimators
Mechanical Engineers

Professional Sales & Office/Business Services

Accountants & Auditors
Bookkeeping, Accounting & Auditing Clerks
Customer Service Representatives

Support Service Occupations: Administrative & Clerical, Office Support, Sales & Business Services

Administrative & Clerical Support occupations are foundational to this industry, with a mix of entry- and middle- skilled occupations. The Professional & Business Services industry also requires workers with a range of skills for Business Management & Administration, Sales and related professional service occupations:

Entry - Middle-Skilled

Secretaries and Administrative Assistants, Except Legal, Medical, & Executive
Office Clerks, General
Customer Service Representatives
Bookkeeping, Accounting & Auditing Clerks
Office & Administrative Support Workers, All Other

Middle - High-Skilled

Business Operations Specialists, All Other
Information Technology Support Workers, All Other
Computer-User Support Specialist
Payroll & Timekeeping Clerks
Sales Representatives, Services, All Other

This cluster encompasses occupations across all of Baltimore County's priority industries; the profile highlights primarily a few of the key entry- and middle-skilled support service occupations. For a complete list of any of the in-demand occupations within these clusters, reference the Toolkit's Industry & Occupational Profile specific to the industry or occupation of interest.



SPOTLIGHT JOBS

Professional & Business Services

Baltimore County's workforce, education and training systems are well aligned with the occupational needs of the region's Professional & Business Services industry. The County boasts a highly-educated workforce that is employed in occupations critical to efficient business management and operations, including the technical and professional services required to keep them competitive. Here are a few middle- and high-skilled occupations that...

SUPPORT BUSINESS OPERATIONS THROUGHOUT THE COUNTY!

HIGH-DEMAND MIDDLE-AND HIGH-SKILLED OCCUPATIONS

Business Management & Administration / Operations - Professional Sales & Office/Business Services

Education & Skills:

Upon Entry: HS Diploma or Equivalent / Post-Secondary Certificate / Associates / Bachelors / Post-Baccalaureate Certificate / Masters / Professional Degree

Advancement: Industry-recognized credentials, Short- to Moderate-Term OJT, Work Experience

Business Management & Administration/Operations

Business Operations Specialists, All Other (13-1199)
2016 Est. Emp.: 1,780 / Mean Wage: \$40.69

Managers, All Other (11-9199)
2016 Est. Emp.: 1,300 / Mean Wage: \$54.47

Financial Managers (11-3031)
2016 Est. Emp.: 1,800 / Mean Wage: \$42.32

Occupational Titles and 2-Digit SOC Sub-Codes:

.01 - Treasurers & Controllers
.02 - Financial Managers, Branch or Department

Sales Managers (11-2022)
2016 Est. Emp.: 840 / Mean Wage: \$70.45

Administrative Services Managers (11-3011)
2016 Est. Emp.: 770 / Mean Wage: \$59.96

Professional Sales & Office/Business Services

Customer Service Representatives (43-4051)

2016 Est. Emp.: 8,350 / Mean Wage: \$17.63

Sales Representatives, Services, All Other (41-3099)
2016 Est. Emp.: 5,380 / Mean Wage: \$28.71

Accountants & Auditors (13-2011)
2016 Est. Emp.: 4,770 / Mean Wage: \$39.23

Bookkeeping, Accounting & Auditing Clerks (43-3031)
2016 Est. Emp.: 3,870 / Mean Wage: \$21.32

Insurance Sales Agents (41-3021)
2016 Est. Emp.: 1,800 / Mean Wage: \$31.62

Payroll & Timekeeping Clerks (43-3051)
2016 Est. Emp.: 500 / Mean Wage: \$20.77

Architecture, Engineering, Science & Technology

Education & Skills:

Upon Entry: Associates / Post-Secondary Certificate / Bachelors / Post-Baccalaureate Certificate / Masters / Professional Degree
Advancement: Industry-recognized credentials, Short- to Moderate-Term OJT, Work Experience

Architecture & Engineering

Civil Engineers (17-2051)
2016 Est. Emp.: 1,680 / Mean Wage: \$41.34

Cost Estimators (13-1051)
2016 Est. Emp.: 790 / Mean Wage: \$30.73

Electrical Engineers (17-2071)
2016 Est. Emp.: 660 / Mean Wage: \$43.70

Science & Technology

Chemists (19-2031)
2016 Est. Emp.: 190 / Mean Wage: \$34.20

Actuaries (15-2011)
2016 Est. Emp.: 160 / Mean Wage: \$54.16

Social Scientists & Related Workers, All Other (19-3099)
2016 Est. Emp.: 160 / Mean Wage: \$54.16

Support Service Occupations

Support Service Occupations (SSO's) are jobs that can be found across all industry sectors that are critical to the daily operation, administration and management of the business. Key SSO's to the Professional & Business Services industry include **Administrative & Clerical Support, Business Management & Administration, and Professional Sales & Service** positions. Office and Administrative Support occupations account for 11% of employment, creating entry-points to any of the career clusters listed above, depending upon one's interests, skills and abilities.

Secretaries & Administrative Assistants, Except Legal, Medical & Executive (43-6014)
2016 Est. Emp.: 8,380 / Mean Wage: \$18.68

Office Clerks, General (43-9061)
2016 Est. Emp.: 5,840 / Mean Wage: \$15.65

First-Line Supervisors of Office & Administrative Support Workers (43-1011)
2016 Est. Emp.: 5,350 / Mean Wage: \$29.50

Computer User Support Specialists (15-1151)
2016 Est. Emp.: 1,090 / Mean Wage: \$25.53

Executive Secretaries & Executive Administrative Assistants (43-6011)
2016 Est. Emp.: 1,010 / Mean Wage: \$30.87

Office & Administrative Support Workers, All Other (43-9199)
2016 Est. Emp.: 520 / Mean Wage: \$19.23



IN-DEMAND OCCUPATIONS

Professional & Business Services

Employment in the Professional & Business Services cluster is concentrated in a mix of high- and entry-skilled occupations. The greatest demand in this cluster is Office and Administrative Support occupations, which includes a mix of middle- and entry-skill jobs. Employment growth over the past decade has occurred primarily in high-skilled occupations, which is projected to increase most rapidly through 2024.

Business Management & Administration / Operations

Lawyers (23-1011)
2016 Est. Emp.: 1,910 / Mean Wage: \$47.63

Business Operations Specialists, All Other (13-1199)
2016 Est. Emp.: 1,780 / Mean Wage: \$40.69

Paralegals & Legal Assistants (23-2011)
2016 Est. Emp.: 1,430 / Mean Wage: \$24.38

Managers, All Other (11-9199)
2016 Est. Emp.: 1,300 / Mean Wage: \$54.47

Computer & Information Systems Managers (11-3021)
2016 Est. Emp.: 1,100 / Mean Wage: \$67.36

Medical & Health Services Managers (11-9111)
2016 Est. Emp.: 1,050 / Mean Wage: \$52.05

Construction Managers (11-9021)
2016 Est. Emp.: 1,000 / Mean Wage: \$50.31

Sales Managers (11-2022)
2016 Est. Emp.: 840 / Mean Wage: \$70.45

General & Operations Managers (11-1021)*
2016 Est. Emp.: 800 / Mean Wage: \$15.18

Administrative Services Managers (11-3011)
2016 Est. Emp.: 770 / Mean Wage: \$59.96

Title Examiners, Abstractors & Searchers (23-2093)
2016 Est. Emp.: 500 / Mean Wage: \$19.46

Property, Real Estate & Community Association Managers (11-9141)
2016 Est. Emp.: 450 / Mean Wage: \$46.50

Marketing Managers (11-2021)
2016 Est. Emp.: 430 / Mean Wage: \$66.78

Food Service Managers (11-9051)
2016 Est. Emp.: 390 / Mean Wage: \$33.05

Social & Community Service Managers (11-9151)
2016 Est. Emp.: 320 / Mean Wage: \$36.63

Legal Support Workers, All Other (23-2099)
2016 Est. Emp.: 240 / Mean Wage: \$25.89

Appraisers & Assessors of Real Estate (13-2021)
2016 Est. Emp.: 240 / Mean Wage: \$26.47

Purchasing Managers (11-3061)
2016 Est. Emp.: 200 / Mean Wage: \$63.29

Budget Analysts (13-2031)
2016 Est. Emp.: 180 / Mean Wage: \$38.99

Chief Executives (11-1011)
2016 Est. Emp.: 180 / Mean Wage: \$88.32

Credit Analysts (13-2041)
2016 Est. Emp.: 160 / Mean Wage: \$33.63

Public Relations & Fundraising Managers (11-2031)
2016 Est. Emp.: 130 / Mean Wage: \$54.69

Support Service Occupations: Administrative & Clerical

See other in-demand Administrative & Clerical occupations across all of the targeted industry clusters.

Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014)
2016 Est. Emp.: 8,380 / Mean Wage: \$18.68

Office Clerks, General (43-9061)*
2016 Est. Emp.: 5,840 / Mean Wage: \$15.65

First-Line Supervisors of Office & Administrative Support Workers (43-1011)
2016 Est. Emp.: 5,350 / Mean Wage: \$29.50

Information Technology Support Workers, All Other (31-9099)
2016 Est. Emp.: 400 / Mean Wage: \$20.36

Executive Secretaries & Executive Administrative Assistants (43-6011)
2016 Est. Emp.: 1,010 / Mean Wage: \$30.87

Office & Administrative Support Workers, All Other (43-9199)
2016 Est. Emp.: 520 / Mean Wage: \$19.23

Professional Sales & Office / Business Services

Finance

Accountants & Auditors (13-2011)
2016 Est. Emp.: 4,770 / Mean Wage: \$39.23

Bookkeeping, Accounting & Auditing Clerks (11-3031)
2016 Est. Emp.: 1,800 / Mean Wage: \$42.32

Financial Managers (11-3031)
2016 Est. Emp.: 1,800 / Mean Wage: \$42.32

Personal Financial Advisors (13-2052)
2016 Est. Emp.: 1,700 / Mean Wage: \$49.39

Financial Analysts (13-2051)
2016 Est. Emp.: 1,230 / Mean Wage: \$43.71

Securities, Commodities & Financial Services Sales Agents (13-3031)
2016 Est. Emp.: 840 / Mean Wage: \$46.15

Tellers (43-3071)*
2016 Est. Emp.: 800 / Mean Wage: \$15.18

Loan Officers (13-2072)
2016 Est. Emp.: 660 / Mean Wage: \$39.20

Insurance Underwriters (13-2053)
2016 Est. Emp.: 580 / Mean Wage: \$40.48

Financial Specialists, All Other (13-2099)
2016 Est. Emp.: 470 / Mean Wage: \$32.94

Loan Interviewers & Clerks (43-4131)
2016 Est. Emp.: 350 / Mean Wage: \$18.36

Credit Authorizers, Checkers & Clerks (43-4041)
2016 Est. Emp.: 310 / Mean Wage: \$49.79

Credit Counselors (13-2071)
2016 Est. Emp.: 130 / Mean Wage: \$19.83

Financial Clerks, All Other (43-3099)
2016 Est. Emp.: 100 / Mean Wage: \$23.03

Tax Preparers (13-2061)
2016 Est. Emp.: No BCO data / Mean Wage: \$23.44

Insurance

Insurance Sales Agents (41-3021)
2016 Est. Emp.: 1,800 / Mean Wage: \$31.62

Insurance Claims & Processing Clerks (43-9041)
2016 Est. Emp.: 780 / Mean Wage: \$21.07

Insurance Underwriters (13-2053)
2016 Est. Emp.: 580 / Mean Wage: \$40.48

Advertising, Sales & Marketing

Customer Service Representatives (43-4051)
2016 Est. Emp.: 8,350 / Mean Wage: \$17.63

Sales Representatives, Services, All Other (41-3099)
2016 Est. Emp.: 5,380 / Mean Wage: \$28.71

Marketing Research Analysts & Marketing Specialists (13-1161)
2016 Est. Emp.: 1,540 / Mean Wage: \$29.64

Sales & Related Workers, All Other (41-9099)
2016 Est. Emp.: 450 / Mean Wage: \$21.01

Public Relations Specialists (27-3031)
2016 Est. Emp.: 300 / Mean Wage: \$32.53

Meeting, Convention & Event Planners (27-3031)
2016 Est. Emp.: 230 / Mean Wage: \$23.07

Human Resources

Payroll and Timekeeping Clerks (43-3051)
2016 Est. Emp.: 500 / Mean Wage: \$20.77

Compensation, Benefits & Job Analysis Specialists (13-1141)
2016 Est. Emp.: 280 / Mean Wage: \$32.19

Human Resources Managers (11-3121)
2016 Est. Emp.: 300 / Mean Wage: \$63.96

Architecture, Engineering, Science & Technology

Architecture & Engineering

Civil Engineers (17-2051)
2016 Est. Emp.: 1,680 / Mean Wage: \$41.34

Cost Estimators (13-1051)
2016 Est. Emp.: 790 / Mean Wage: \$30.73

Mechanical Engineers (17-2141)
2016 Est. Emp.: 680 / Mean Wage: \$37.98

Electrical Engineers (17-2071)
2016 Est. Emp.: 660 / Mean Wage: \$43.70

Architectural & Engineering Managers (11-9041)
2016 Est. Emp.: 600 / Mean Wage: \$67.23

Civil Engineering Technicians (17-3022)
2016 Est. Emp.: 360 / Mean Wage: \$23.30

Interior Designers (27-1025)
2016 Est. Emp.: 340 / Mean Wage: \$23.30

Architects, Except Landscape & Naval (17-1011)
2016 Est. Emp.: 270 / Mean Wage: \$43.97

Industrial Engineers (17-2141)
2016 Est. Emp.: 250 / Mean Wage: \$44.49

Architectural & Civil Drafters (17-3011)
2016 Est. Emp.: 230 / Mean Wage: \$30.31

Surveyors (17-1022)
2016 Est. Emp.: 160 / Mean Wage: \$29.09

Aerospace Engineers (17-2011)
2016 Est. Emp.: 120 / Mean Wage: \$70.29

Surveying & Mapping Technicians (17-3031)
2016 Est. Emp.: 110 / Mean Wage: \$23.26

Electronics Engineers, Except Computer (17-2072)
2016 Est. Emp.: 80 / Mean Wage: \$41.06

Landscape Architects (17-1012)
2016 Est. Emp.: 70 / Mean Wage: \$40.30

Science & Technology

Medical Scientists, Except Epidemiologists (19-1042)
2016 Est. Emp.: 200 / Mean Wage: \$33.60

Chemists (19-2031)
2016 Est. Emp.: 190 / Mean Wage: \$34.20

Actuaries (15-2011)
2016 Est. Emp.: 160 / Mean Wage: \$54.16

Social Scientists & Related Workers, All Other (19-3099)
2016 Est. Emp.: 160 / Mean Wage: \$54.16

Life, Physical, and Social Science Technicians, All Other (19-4099)
2016 Est. Emp.: 100 / Mean Wage: \$25.64

Occupational Titles & SOC Sub-Codes:
.01 - Quality Control Analysts
.02 - Precision Agriculture Technicians
.03 - Remote Sensing Technicians

Urban & Regional Planners (19-3051)
2016 Est. Emp.: 70 / Mean Wage: \$32.79

Environmental Science & Protection Technicians, Including Health (19-4091)
2016 Est. Emp.: 50 / Mean Wage: \$29.98

Agricultural & Food Science Technicians (19-4011)
2016 Est. Emp.: 40 / Mean Wage: \$22.33

*Professional & Business Services Career Clusters were derived from O*NET Career Clusters and Standard Occupational Classifications (SOC). High-demand occupations with wages below the locally determined minimum mean wage are denoted with an asterisk (*).*

